Lumanity's Patient Promise

Striving for patients, caregivers and advocates to be recognized as formal stakeholders in medicine development and commercialization

Supporting strategic and tactical planning, co-creation and delivery of meaningful innovation

When engaging with patients and advocates we CARE

- **C**o-create and keep informed
- **A**ccessible and easy-to-understand contracts
- **R**oles and responsibilities defined transparently
- **E**quitable remuneration in line with fair market value

When working with our clients on behalf of patients, we will act with PACE

- **P**roactively flag patient promise
- **A**dvocate Fair Market Value (FMV) remuneration
- **C**ase studies and positive impact evidence
- **E**vidence expertise and commitment

To ensure our people are familiar with our promise we will be BEST

- **B**est practice is understood and followed
- **E**ngagement training basics for all Lumanity staff
- **S**pecialized training for patient engagement professionals
- **T**raining on the Patient Promise in Lumanity's onboarding

For both colleagues and patients, we are committed to improving the RIDE

- **R**epresentation and diversity
- **I**nclusion and equity
- **D**eliver with respect, compassion, and dignity
- **E**ducation on Patient Engagement Principles



Lumanity